

Vocabulary

Fill in the blanks with the correct words or phrases from the word bank.

Word BANK

Answering service appointment screen live response

Receptionist redirect

- 1- A(n) _____ is a person who takes phone calls and greets customers.
- 2- _____ provides a human greeting for customers that call a company.
- 3- Customers who do not wish to wait should make a(n) _____.
- 4- A (n) _____ can be hired to help businesses manage the calls they receive.
- 5- If a call is placed to the wrong department, a representative can _____ it.
- 6- A representative can _____ calls before routing them to the right departments.